Third Party Notification is a service we provide for elderly or handicapped customers to help prevent the shut-off of water service due to an unpaid bill. If you qualify, you may select a consenting “third party” (a friend, relative, doctor, clergyman or anyone you wish) to receive a copy of your shut-off notice, should you ever receive one because of an unpaid bill. This notice will let your “third party” know about your pending water shut-off.

Third Party Notification doesn’t mean that the person you choose to receive the notice is obligated to pay the overdue bill. It will also not prevent your water service from being shut off. Third Party Notification is simply a way for someone else to remind you of the bill, help you arrange for payment, or assist you to read or understand the notice. To receive this service, you must be handicapped or age 62 or older.

If you would like to have Third Party Notification service, just fill out the form below, seal and mail back to us (postage required). You may also choose to bring it in to one of our district offices.

Suburban Water Systems
San Jose Hills District
2235 E. Garvey Ave., North
Suite A
West Covina, CA 91791
(626) 968-6300

Suburban Water Systems
Whittier/La Mirada District
15088 Rosecrans Ave.
La Mirada, CA 90638
(562) 944-8219

Be sure to include your name, address and account number on the form, as well as the name, address and signature of the person you have chosen as your “third party.” If you have any questions about this service, please call the district office in your area. Please do not send this form with your bill payment.

Request for Third Party Notification

Yes, I would like to have Third Party Notification Service.

Name ____________________________
Address ___________________________
City ____________ State _______ Zip __________
Phone Number _______________________
Account No. _________________________

_____ I certify that I am 62 or older.
(Birthday: ____________)
_____ I certify that I am handicapped.

I understand that I am responsible for the payment of my water bill. The third party is not obligated to pay the overdue bill. I further understand that Suburban Water Systems is not liable for failure to notify the designated third party.

Customer Signature ________________________

Third Party Designation

If I receive a water shut-off notice, please send a Third Party Notification to:

Third Party Name ________________________
Address _______________________________
City ____________ State _______ Zip __________
Phone Number __________________________

Third Party Signature ________________________

The utility may require support of age by birth certificate, driver’s license or other documentation of handicap condition certification from a physician, social worker or public health nurse (P.U.C. Rule 11).
An Important Message Regarding Service to Customers Who Are Age 62 or Older or Handicapped

Please see inside for details.

Suburban Water Systems
15088 Rosecrans Avenue
La Mirada, CA 90638